The purpose of WaterNSW is to improve the availability of water resources that are essential for the people of NSW.

Who we are

We are a State-Owned Corporation established under the WaterNSW Act 2014 and operates under an Operating Licence issued and monitored by the Independent Pricing and Regulatory Tribunal (IPART). We do this through:

1. **Source water protection**: protection of the Greater Sydney drinking water catchment to ensure safe water is supplied to Sydney Water, local councils and other distributors for treatment and distribution to their customers.

2. **Bulk water supply**: supply water from our storages to customers in the Greater Sydney drinking water catchment and in the state’s regulated surface water systems.

3. **System operator**: efficient management of the state’s surface and groundwater resources to maximise reliability for users through the operation of the state’s river systems and bulk water supply systems, in collaboration with the Murray-Darling Basin Authority which directs operations of the River Murray system.

4. **Infrastructure planning, delivery and operation**: meet customer-defined levels of service consistent with NSW Government policy and priorities to increase the security and reliability of water supplies to our customers and communities of NSW.

5. **Customer water transaction and information services**: provide efficient and timely services to our customers for water licensing and approvals, water trades, billing and meet their water resource information needs for surface and groundwater quantity and quality.

Our professional team is committed to supporting your water needs.
Working in partnership

- We operate within the requirements set by NSW Department of Industry Water (DoI Water) which is responsible for setting the rules for the long-term regulation of NSW’s water resources.
- We collaborate with the independent Natural Resources Access Regulator (NRAR) which ensures compliance and enforcement of water regulation in NSW.
- We work closely with NSW Health which regulates our activities related to the supply of bulk water to Sydney Water and other customers within the Greater Sydney drinking water catchment.
- We closely collaborate with Sydney Water to plan for and secure Sydney’s long-term water needs.
- Together we also provide advice to the Department of Planning and Environment which is responsible for developing the Greater Sydney Water Strategy 2020.

Customer services and information

We provide our customers and communities of NSW with the following service offerings.

- Water licensing advice, applications and renewals
- Water account transactions and dealings processing
- Water entitlement and allocation trade
- Water ordering
- Water resource and market information
- Metering and billing
- Information services including water quantity, quality, cease to pump and algae alerts

Our area of operations

Through our hundreds of employees located across the state, we provide services daily to tens of thousands of customers across NSW and manage our extensive operational assets, water monitoring and metering networks.

Contact us

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Share your feedback at oursay.org/waternsw